

## **Missed Appointments**

HUD regulations specify the following family obligations – to supply such certification, release, information, or documentation as the OCHA or HUD determine to be necessary, including the submission of Social Security numbers and verifying documentation, the submission of signed consent forms for the obtaining of wage and claim information from State Wage Information Collection Agency, and submissions required for an annual or interim reexamination of family income and composition.

The OCHA sets appointments to interview the family and obtain this information.

A family or tenant who fails to keep the specified appointment(s) without notifying the OCHA shall be sent a notice of denial or termination of assistance for failure to supply necessary information including such certification, release information or documentation as the OCHA or HUD determines to be necessary (or failure to allow the OCHA to inspect the dwelling unit at reasonable times and after reasonable notice, if applicable) in the following situations:

- Full application
- Bringing in verification information
- Housing Choice Voucher briefing
- Housing Quality Standards inspection and reinspection
- Recertification
- Interim adjustment
- Other appointments or requirements to bring in documentation as listed in this Plan

The OCHA will consider a letter or notice to have been delivered if it is not returned to the OCHA by the Post Office, marked as undeliverable.

**Process when Appointment(s) is (are) Missed:**

For all of the functions above, the family will be given two appointments if:

1. The family does not appear or call to reschedule the appointment(s) as required, the OCHA will begin denial or termination procedures. The family or tenant will be given an opportunity for an informal review or hearing, as appropriate.
2. The Hearing Officer makes a determination in favor of the tenant, an appointment for the original function listed above for which the hearing is being held will be scheduled.
3. This rescheduled appointment is missed, the family will not have another opportunity for an informal review/hearing, unless the family submits documentation to the Hearing Officer that the family did not keep the appointment due to medical reasons or death of a family member.

In that case, the Hearing Officer may decide to allow a rescheduled appointment. The Hearing Officer would then notify the OCHA, who would notify the family, within 15 calendar days of the submission of documentation to the Hearing Officer, of the opportunity to have a rescheduled appointment.